

GENERAL MANAGER'S REPORT TO THE BOARD OF DIRECTORS SEPTEMBER 18, 2024

DEVELOPING DISTRICT STAFF

Director of Operations Recruitment –First Round Interviews were held on September 6th and Second Round Interviews are being held this week. We hope to have the position filled by early October.

As part of the transition to new leadership, Mark Matulich and Donna McLeod sat down with every Operations employee during the past month and had in-depth conversations regarding strengths, weaknesses, opportunities, and threats in the unit. Some immediate needs were identified, including the need for cleaner working conditions, filtered drinking water, properly maintained tools and equipment, better lighting, more clearly defined procedures, and safe vehicles. Investing in these areas will serve the community in the long run.

ENSURING WATER QUALITY AND ACCESS

The IWMP Consultants are still working on the final draft report, which is a detailed document that includes their methodology and calculations. We have been expecting this report since mid-July and regret that it is taking so long for it to be received. We anticipate a technical review assessment before making any formal decisions regarding the report and its recommendations.

KEEPING THE ENTIRE RANCHO MURIETA COMMUNITY SAFE

The reinstatement of **security logs** hit a roadblock due to other priorities. We are finalizing the training of staff on the new approach and hope to have the database-driven security logs fully integrated by the end of September.

District staff shared a proposal to improve the Security program with the Personnel Committee this morning. The essence of the proposal is to return to 24-7 patrol coverage. The proposal also includes ways to fully recover costs and utilize technology more effectively. Long-time gate officer David Labrado was elevated to interim Sergeant to oversee scheduling and day to day Security operations. An additional part-time former employee has also been brought on to assist in a limited term capacity with implementing the proposed changes.

STRENGTHENING FINANCIAL POSITION

NEW FY: The 24-25 Fiscal Year started July 1st. Quarterly Finance Committee Meetings will resume in October 16th with Year to Date FY results.

AUDITS

Staff is working on the audits for **21-22 and 22-23** and is redoing all the accounting. The experience of the 20-21 audit revealed significant deficiencies in accounting practices in prior years and after careful consideration the decision was made to repost all financial transactions from those years. This will result in clearer and cleaner accounting records and will be more efficient as staff will not have to spend time attempting to unwind what was done in the past, which ultimately was the cause of significant delays to the 20-21 audit.

There were older systems no longer in use that were in play in 21-22 so that has required gaining an understanding of how these systems work (e.g. Utility Star and Paymentus). The knowledge gained in these efforts will help with the 22-23 audit, but the work of learning how these legacy systems worked has been a major undertaking. However, taking the proper time and care to get it right will lay the foundation for reliable and accurate financial reporting going forward.

Closing out FY 21-22 continues to take longer due to competing Finance and Administration priorities (cleaning up issues with the meters and billings, establishing day-to-day accounting procedures, working on developer issues including uncollected connection and security impact fees and reconciling developer deposits, tackling neglected operations issues like ensuring allowable and full use of grant funding before their expiration and handling Security Unit issues).

ACCOUNTING SYSTEMS

Staff had a call with the District's utility billing software vendor, Tyler Technologies, in early September to obtain reports to use for regular monthly accounting entries. During the call, it became apparent that Tyler could only provide pdf versions of the data. Rekeying transactional data from a pdf report is an extremely inefficient process that opens the door for inadvertent errors and omissions of data. Tyler is not the only peripheral system used by the District that does not interface with the legacy Great Plains accounting system. As we have known for some time, Great Plains does not do fund accounting which is a requirement for the District due to its five separate utility services. The lack of fund accounting in the District's accounting software coupled with incompatible peripheral systems is the key contributor to the accounting challenges the District has faced over the last several years. The challenges resulting from the various disconnected software the District uses include:

1. Great Plains ("GP") – The District's primary accounting software does not do fund accounting. This created the need for years of various work arounds which coupled with high staff turnover caused numerous challenges and ultimately unreliable accounting information.
2. Tyler Technologies ("Tyler") - The District's utility billing software does not interface with GP and a pdf report must be generated and manually rekeyed into GP to post billing-related transactions to the accounting records.
3. Aestiva – The District's accounts payable software. This system is not user-friendly, but it does have a workflow feature and partial integration to post to GP. Full integration to the accounting records would allow staff to store and access images of invoices much more efficiently.
4. Paychex – The District's payroll vendor/software. This system does not interface with GP and posting payroll-related transactions is highly manual and therefore an inefficient process.

Almost two years ago, the District's management team had committed to a full conversion to Tyler Technologies for accounting and utility billing. The full conversion never took place because key accounting staff left the organization. Staff is now ready to move to a comprehensive accounting software package which does fund accounting as well as peripheral systems for utility billing, accounts payable, payroll, etc. that interface directly with that system. This will result in accurate, consistent, reliable, and timely accounting information and reporting while increasing staff efficiency and customer service.

GRANTS – No news here, but we plan to submit a request for federal funding for Leak Detection in early November.

CONTRACTS – all current contracts will be listed on the District website each quarter as a way of providing transparency regarding use of District financial resources.

DEVELOPMENT

Please see attached Report of Development.

COMMUNICATIONS

Please see attached Report of Public Inquiries, including PRA requests.

Summarized Development Report

9/17/2024

Overall 670 FSA Lots: 670 Lots

CANCELLED LOTS -- 120

Lakeview: 99 Original Approved Lots

99 Lots known as s ()

Murieta Gardens II: 21 Original Approved Lots

21 Lots known as Murieta Gardenss (Murieta Gardens II)

CONNECTED LOTS -- 242

Murieta Gardens II: 78 Original Approved Lots

78 Lots known as Murieta Gardenss (Murieta Gardens II)

Murieta Marketplace aka MG I: 50 Original Approved Lots

50 Lots known as Commercials ()

Retreats N&E: 62 Original Approved Lots

62 Lots known as Halfplexs (4100 sf)

Retreats West: 22 Original Approved Lots

22 Lots known as Halfplexs (4100 sf)

Riverview: 30 Original Approved Lots

2 Lots known as Mini-Mansions (14,500-24,500 sq ft.)

2 Lots known as Big Estates (12,000-14,500 sq ft.)

5 Lots known as Mini-Estates (8500-12K sf)

11 Lots known as Circles (6500-8500 sf)

10 Lots known as Cottages (<6500 sf)

PLANNED LOTS -- 308

Residences of Murieta Hills: 198 Original Approved Lots

5 Lots known as Mansions (>24,500 sf)

29 Lots known as Mini-Mansions (14,500-24,500 sq ft.)

65 Lots known as Big Estates (12,000-14,500 sq ft.)

99 Lots known as Mini-Estates (8500-12K sf)

Riverview: 110 Original Approved Lots

4 Lots known as Mansions (>24,500 sf)

7 Lots known as Mini-Mansions (14,500-24,500 sq ft.)

4 Lots known as Big Estates (12,000-14,500 sq ft.)

31 Lots known as Mini-Estates (8500-12K sf)

42 Lots known as Circles (6500-8500 sf)

22 Lots known as Cottages (<6500 sf)

Report of 18 Public Inquiries in 2024

Year:2024, 18 Requests

PRA: 14 REQUESTS

PRA: NRR: 1 REQUESTS

ID	Name of Requester	Requested Information, Abbreviated
2024.015	Jay Posey	Is there any documentation on the specific agreement and responsibilities the district made when they absorbed Murieta Village water and sewer system into the district.
	Status	
Assigned To	<input checked="" type="radio"/> NRR	
8/29/2024	<input type="radio"/> In Process	
Date Requested	<input type="radio"/> Completed	
9.11.2024		
DATE FINALIZED		

PRA: IN PROCESS: 2 REQUESTS

ID	Name of Requester	Requested Information, Abbreviated
2024.008	Stephen Booth	Governing documents that mandate CSD to provide water for future development
Andrew	Status	
Assigned To	<input type="radio"/> NRR	
4/29/2024	<input checked="" type="radio"/> In Process	
Date Requested	<input type="radio"/> Completed	
5/8/2024		
DATE FINALIZED		
2024.01	Janie Collier	All int./ext. communication records 1/1/2010-present, referring/relating to: (1) IWMP being prepared as of 9/9/24;(2) meetings of District's Bd & District's consultant(s) re IWMP;(3)any WSAs prepared or contemplated by District;(4) water supply forecasting for District;(5) District's diversion/use under its water rights;(6) District's petitions to extend time to perfect its water rights; (7) availability or nonavailability of water supplies for developments contemplated by 670 &RN FSAs; (8) satisfaction or nonsatisfaction of RN FSA terms by Property Owners named therein;(9) any prospective declaration of water shortage emergency or other mechanism by which to declare a moratorium on water connections; (10) decision not to add wells as water source for District;(11) consideration of any water source that may be used to augment District's water supplies
Amelia	Status	
Assigned To	<input type="radio"/> NRR	
9/9/2024	<input checked="" type="radio"/> In Process	
Date Requested	<input type="radio"/> Completed	
DATE FINALIZED		

PRA: COMPLETED: 10 REQUESTS

ID	Name of Requester	Requested Information, Abbreviated
2024.001	Deltek Public	Project Name: Capital Improvement Planning and Water & Wastewater Rate Study
Amelia	Status	Bid Number: n/a; Due Date: 7/12/23; Contract Number: n/a
Assigned To	<input type="radio"/> NRR	Awarded Vendor Name, Address, Phone,
1/10/2024	<input type="radio"/> In Process	Award Amount:
Date Requested	<input checked="" type="radio"/> Completed	Start and End Date of Contract: Continuing
1/10/2024		Contract Terms; Contract Document - all info in the shared doc
DATE FINALIZED		
2024.005	Richard Gehrs	Unredacted CSD security log including all entries between October 1, 2023 and January 16, 2024. Please note that I am requesting and UNREDACTED copy.
Amelia	Status	
Assigned To	<input type="radio"/> NRR	
2/6/2024	<input type="radio"/> In Process	
Date Requested	<input checked="" type="radio"/> Completed	
2/15/2024		
DATE FINALIZED		
2024.006	Claudia Lomeli	Any incident and/or fire department records, 911 audio and CAD logs from October 5, 2023 at the Equestrian Center.
Amelia	Status	
Assigned To	<input type="radio"/> NRR	
3/5/2024	<input type="radio"/> In Process	
Date Requested	<input checked="" type="radio"/> Completed	
3/5/2024		
DATE FINALIZED		
2024.007	Dan Gamon	All Water-related (stormwater, septic, groundwater/surface water sampling, etc.) records for 7200 Lone Pine Drive, Sloughhouse, CA, Murieta Equestrian Center
Travis	Status	
Assigned To	<input type="radio"/> NRR	
4/22/2024	<input type="radio"/> In Process	
Date Requested	<input checked="" type="radio"/> Completed	
4/30/2024		
DATE FINALIZED		
2024.009	Roger	Form 700 (Statement of Economic Interest) filings, plus schedules for the time period from January 1, 2020, through December 31, 2024, for the following positions: Board Directors, General Manager, Director of Finance and Administration, District Secretary, head of security, Director of Operations, Utilities Supervisor, Chief of Plant Operations.
Amelia	Status	
Assigned To	<input type="radio"/> NRR	
5/3/2024	<input type="radio"/> In Process	
Date Requested	<input checked="" type="radio"/> Completed	
5/14/2024		
DATE FINALIZED		

2024.010	Richard Gehrs	Copy of announcement referred to in the attached copy of an article from April 26, 2024 issue of the River Valley Times. It says, CSD "issued an April 22 announcement stating it had reached resolution in two lawsuits filed by former employees."
Amelia	Status	
Assigned To	<input type="radio"/> NRR	
5/14/2024	<input type="radio"/> In Process	
Date Requested	<input checked="" type="radio"/> Completed	
5/14/2024		
DATE FINALIZED		
2024.011	Richard Gehrs	Copy of the settlement agreement that resolved the lawsuit by Paula O'Keefe
Andrew/Derri	Status	
Assigned To	<input type="radio"/> NRR	
5/14/2024	<input type="radio"/> In Process	
Date Requested	<input checked="" type="radio"/> Completed	
5/14/2024		
DATE FINALIZED		
2024.012	Richard Gehrs	The attached email from Dale Schell was part of the CSD Board Meeting (May 15, 2023) materials (CORRESPONDENCE). I want a copy of Nov 2023 letter sent to Tracy, HOA Manager, Murieta Village detailing what lines CSD will/will not manage moving forward.
Amelia	Status	
Assigned To	<input type="radio"/> NRR	
5/15/2024	<input type="radio"/> In Process	
Date Requested	<input checked="" type="radio"/> Completed	
5/23/2024		
DATE FINALIZED		
2024.015	Richard Gehrs	Copy of Contract(s) or agreement(s) and amendments with Akins Engineering & Surveying and Maddaus Water Management for the preparation of a new or revised Integrated Water Master Plan that is currently in progress
Amelia	Status	
Assigned To	<input type="radio"/> NRR	
5/31/2024	<input type="radio"/> In Process	
Date Requested	<input checked="" type="radio"/> Completed	
DATE FINALIZED		
2024.016	Janis Eckard	All Maddaus Water Management (MWM) recycled water pie charts from May 30, 2024 Town Hall; All docs used by MWM to determine drought conservation measures including but not limited to how long the drought conservation will last per 2024 IWMP. All docs used to determine evaporation & water seepage rate in Lakes Chesbro & Calero. All docs used by MWM & Adkins to determine when conservation measures begin & how long they last. All docs used to determine equivalent dwelling unit (EDU) water usage per unit and how water usage is determined by lot type. All RMCS D & MWM contracts
	Status	
Assigned To	<input type="radio"/> NRR	
7/19/2024	<input type="radio"/> In Process	
Date Requested	<input checked="" type="radio"/> Completed	
DATE FINALIZED		

PRA: WITHDRAWN: 1 REQUESTS

ID	Name of Requester	Requested Information, Abbreviated
2024.002	Susan Kim Igo	Any incident and/or fire department records, 911 audio and CAD logs from October 5, 2023 at the Equestrian Center.
Amelia	Status	
Assigned To	<input type="radio"/> NRR	
1/24/2024	<input type="radio"/> In Process	
Date Requested	<input type="radio"/> Completed	
2/20/2024		
DATE FINALIZED		

Bd MTG QUESTION: 2 REQUESTS**Bd MTG QUESTION: COMPLETED: 2 REQUESTS**

ID	Name of Requester	Requested Information, Abbreviated
2024.003	Richard Gehrs	Who will own Dash Cams RMA gives us?
Mimi	Status	The District has purchased its own dash cam, the footage from which will be stored on a District server.
Assigned To	<input type="radio"/> NRR	
2/1/2024	<input type="radio"/> In Process	
Date Requested	<input checked="" type="radio"/> Completed	
2/5/2024		
DATE FINALIZED		

2024.004	Richard Gehrs	Where will Dash Cam Footage be stored?
Mimi	Status	
Assigned To	<input type="radio"/> NRR	
2/1/2024	<input type="radio"/> In Process	
Date Requested	<input checked="" type="radio"/> Completed	
2/5/2024		
DATE FINALIZED		

OTHER: 2 REQUESTS**OTHER: COMPLETED: 2 REQUESTS**

ID	Name of Requester	Requested Information, Abbreviated
2024.013	Mike Martel	How is the water augmentation reduction calculated and from where did it originate?
Amelia	Status	
Assigned To	<input type="radio"/> NRR	
5/13/2024	<input type="radio"/> In Process	
Date Requested	<input checked="" type="radio"/> Completed	
5/21/2024		
DATE FINALIZED		

2024.014

Mike Martel

What are the current rates?

Amelia

Status

Assigned To

NRR

5/21/2024

In Process

Date Requested

Completed

5/22/2024

DATE FINALIZED